



Cornell and *Mayfair Park* 'Connect' to Deliver the Best in Communication and Care

BACKGROUND

Rosemark at Mayfair Park, built in 2015, is one of Denver's newest assisted living and memory care communities. Designed to accommodate the latest in assisted living technological advancements, Rosemark offers its residents the best in care and services provided by a highly efficient staff. The owners are committed to creating a community that, with the help of state-of-the-art monitoring technology, allows its staff to provide efficient, immediate, and discreet care to residents.

CHALLENGE

Sara Wright, Executive Director, knew that Rosemark needed to embrace top technology. Capturing usable data was important to leadership. "Because we also provide memory care, we needed a nurse call system that could integrate with our wander management technology," says Wright. Avoiding the noise associated with overhead systems and alarms was also a priority.

SOLUTION

After viewing the system capabilities of *inform*, the Rosemark decision makers were sold. Cornell's *inform* wireless nurse call system provides two-way communication through iPods and laptops, cutting down on facility overhead pagers, alarms, and bells. "Eliminating these disruptions helps us maintain a homelike environment," says Health and Wellness Director Jennifer Townsend. "We are also able to customize calls," remarks Wright. With the click of a button, staff can answer calls, communicate with the team, or request assistance. The *inform* solution provides the data that enables Rosemark to assess a resident's level of care, deal with family concerns, and market to prospective residents. And, most importantly, it gets residents help quickly and efficiently.

RESULTS

"With *inform* we have a system that staff can learn easily," says Townsend. Staff love working with iPods and having instant communication. It has made them more efficient. "The ability to text for help is big with caregivers because they don't have to leave the resident to find assistance," explains Townsend. Because of all the data captured, Wright can validate staffing needs. "Integrating all our systems into *inform*, I get an accurate picture of staff activity such as types of calls, high call times, response times, and more," says Townsend. With this information, staffing can be adjusted to provide optimal coverage. "And when a family member expresses concern about response time," says Wright, "the issue can be easily resolved using the documentation." Evaluating the data from a resident's call history can be key in determining whether their level of care is appropriate or needs to be adjusted. It can also be used to verify that charges are accurate, according to Wright. With care so well-documented, families enjoy peace of mind knowing that their loved ones' needs are being met. And residents are more secure knowing that staff is immediately responsive to their needs.

INSTANT IMPACT

At Rosemark, wireless nurse call has enhanced the homelike environment that residents and their families prefer. It has removed the distracting noises that can upset a resident with dementia. Staff is on board with the easy-to-learn system. Staff love how the apps on the iPods enable them to communicate with each other and enter EMR data and other information directly into the system, freeing up time for resident care. "We are so pleased with the Cornell nurse call system. It fulfills all our needs—business and clinical," says Wright.

SELECTION CRITERIA

- Affordability
- Functionality
- Ease of Use
- Data-capture

BENEFITS OF *inform*

Rosemark at Mayfair Park has experienced a range of positive improvements with the *inform* wireless nurse call solution, including:

- Real-time documentation
- Increased resident, family, and staff satisfaction
- Improved staff retention
- Elevated operational efficiency
- Outstanding return on investment

See what *inform* can do for you. Call for a demonstration.

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